

**Amendments to the Specification:**

Please replace paragraph [0016] with the following amended paragraph:

[0016] Figure 1 illustrates one embodiment of the invention, which is built around a call control system 10 operative as a call center that is physically decentralized among control elements and agents. In Figure 1, element 101 is a telephone from which an initial outgoing call is placed through the public switched telephone system (PSTN) 12, element 102 is another example telephone that is connected through a voice over IP (VOIP) system 14. Element 201 is a Local Exchange Carrier (LEC) switch which receives the call from phone 101 and/or phone 102 and routes it to a Carrier Network System 300. Element 301 is within the Carrier Network System 300, and element 301 is an incoming gateway which receives calls from LEC switch 201, typically transported in SS7 or other signaling environments and separates the call into its signaling channel (control) component 16 and its bearing (voice) channel component 18. Element 302 is within the Carrier Network System 300, and element 302 represents a digital Voice-over-IP pathway, typically signaled using SIP or other protocols, which connects calls from incoming gateway 301 to element 303, as herein explained.